

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV38882
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	06	Grade:	13
Workers Comp Code:	8832		

Job Code Established:	10/16/92	Effective Date:	
Job Code Revised:	06/01/13	Effective Date:	

JOB CODE SERIES: Child Support Payment Compliance Services

JOB CODE TITLE: CHILD SUPPORT SERVICES TECHNICIAN II

HRIS TITLE: CSS TECH II

CHARACTERISTICS OF THE CLASS: Works under general supervision from a CSS Unit Supervisor. Has the authority to determine appropriate locate resources relevant to each case; analyze acquired data to develop a plan of action and follow through; access selected automated systems; contact employers, businesses, relatives, friends, neighbors, etc., to obtain pertinent information; initiate action by providing relevant child support information. Performs work of average difficulty locating absent parents and assets for the purpose of collecting child support payments for current child support, child support obligation arrears, and for reimbursement of State and Federal money expended; may lead and train lower level staff. Work product consists of absent parent, assets and employment are located and verified. Responsible for timely and accurate location of absent parent and completion of related documents.

EXAMPLES OF DUTIES: Conducts skip tracing activities by utilizing the telephone, sending correspondence, running computer system check, accessing credit bureau computer, and checking locations resource library to locate absent parent. Completes case management documentation by updating, initiating and recording case history on automated case management systems; analyze court orders to determine case priority. Reviews case file by organizing all forms and court documents; update and prioritize case on automated system, as required. Activates case by retrieving case file from central file, entering case in status log book showing activation or inactivation of child support case. Consults manual of policy and procedures to ensure that actions to be taken are in keeping with laws or rules. Confers with supervisor on regular basis, discussing work processes, incidents, problems and plans, and receiving advice, counseling and instruction. Reads and reviews agency rules, policy, procedures and directives which interpret Federal and State laws, regulations governing the child support enforcement program. Reads incoming correspondence, memoranda or reports; plan and formulates responses, subsequent action or routes to files. Performs related work as required.

WORK CONDITIONS: Long hours of phone contact with clients and absent parents, some of whom may be irate, hostile and uncooperative; manages and maintains a heavy workload.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Division rules, policy and procedures which interpret Federal, State and agency laws governing establishment of paternity, child support obligations, wage withholding and the enforcement of court orders; interviewing and interrogating techniques; resources and methods relating to the location of absent parents; skip tracing methods and procedures; administrative processes for collecting child support payments; selected automated systems.

Skill/Ability to: Skip tracing techniques and methods; analyzing situations and determining appropriate course of action; collecting, organizing, and presenting facts and opinions clearly and concisely; using automated information and case management systems to input, review and update child support data;

using interviewing techniques to obtain needed information; maintaining and organizing case records; oral and written communications; interpersonal relationships.

EXPERIENCE AND EDUCATION: Typical ways to obtain the KSAs would be: One year work experience as a CSS Technician I in Arizona State Service; OR two years work experience in collections, investigations experience. Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.